



FIRGROVE MASTER PLAN

WHAT WE HEARD REPORT
TENANT COMMUNITY WORKSHOP NO. 1

PREPARED BY:
THE PLANNING PARTNERSHIP

JULY 2018



FIRGROVE MASTER PLAN

WHAT WE HEARD

66

INTRODUCTION

FIRGROVE MASTER PLAN

The Firgrove Master Plan is an opportunity to envision how the Firgrove community may work and function to promote community health, community building and community safety, through redevelopment. The Firgrove Master Plan will provide a clear vision and framework for revitalization.

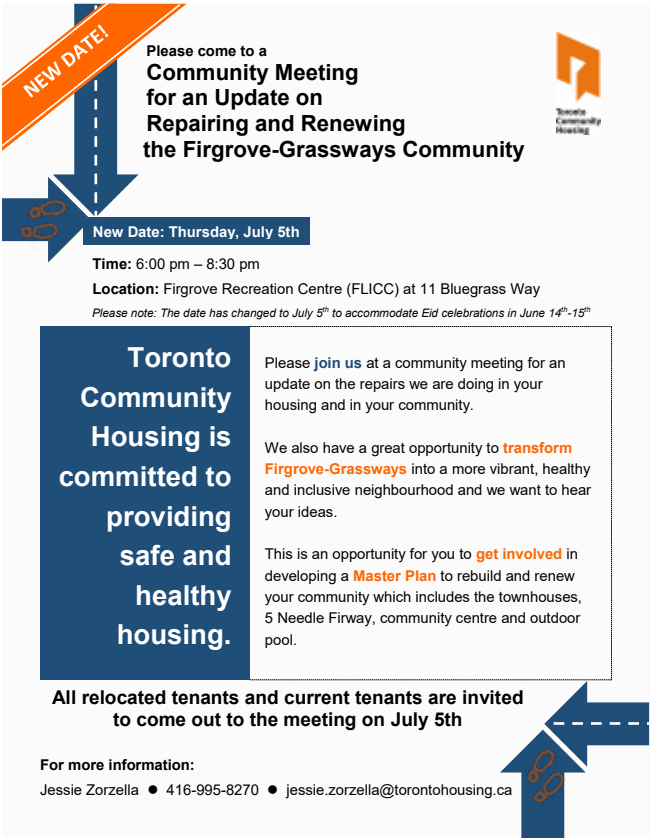
Public engagement will be an important part of the Master Plan, and will occur at each step of the process.

TENANT COMMUNITY WORKSHOP NO. 1

The first tenant community workshop took place on Thursday, July 5, 2018 at the Firgrove Community Recreation Centre. The workshop included several ways to connect with community members and collect input for the Firgrove Master Plan.

The goal of the tenant community workshop was to:

- Reaffirm the 10 Guiding Principles established (and subsequently approved) by the community through the ReSet: Learnings and Community Action Planning Framework process in 2015;
- To gain an understanding of the existing conditions of the community; and,
- To gather input and ideas for the revitalization of the community.



NEW DATE!

Please come to a **Community Meeting for an Update on Repairing and Renewing the Firgrove-Grassways Community**

New Date: Thursday, July 5th

Time: 6:00 pm – 8:30 pm
Location: Firgrove Recreation Centre (FLICC) at 11 Bluegrass Way
Please note: The date has changed to July 5th to accommodate Eid celebrations in June 14th-15th

Toronto Community Housing is committed to providing safe and healthy housing.

Please **join us** at a community meeting for an update on the repairs we are doing in your housing and in your community.

We also have a great opportunity to **transform Firgrove-Grassways** into a more vibrant, healthy and inclusive neighbourhood and we want to hear your ideas.

This is an opportunity for you to **get involved** in developing a **Master Plan** to rebuild and renew your community which includes the townhouses, 5 Needle Firway, community centre and outdoor pool.

All relocated tenants and current tenants are invited to come out to the meeting on July 5th

For more information:
Jessie Zorzella • 416-995-8270 • jessie.zorzella@torontohousing.ca

Our outreach consisted of door-to-door flyer distribution and posting, and phone calls to relocated tenants. In addition, a Backgrounder was circulated (see Appendix A).



Approximately 50 people attended the workshop.

TENANT COMMUNITY WORKSHOP NO. 1

INTRODUCTIONS

COUNCILLOR PERRUZZA WARD 8 YORK WEST

An introduction was made by Councillor Perruzza, who currently represents Ward 8 York West. Ward 8 boundaries will change as a result of the new 47 ward boundary model which will take effect on December 1, 2018. The new ward boundary will encompass the Firgrove community, which was formerly part of Ward 7 York West.

TORONTO COMMUNITY HOUSING (TCHC) REVITALIZATION OF FIRGROVE CRESCENT

TCHC provided a brief background to the Master Plan, including an overview of the 2015 ReSet program.

"In 2017, two blocks of townhouses at Firgrove Crescent were closed due to unsafe conditions. On February 26, 2018 and March 19, 2018, TCHC held a community update meeting to inform tenants about the Master Plan and that TCHC would be proceeding with a revitalization of the Firgrove community. Revitalization will see new homes for the existing units, refurbishment of the community, along with new streets, open space and amenities. The townhouses and tower at 5 Needle Firgrove will be renewed and repaired.

The TCHC Board of Directors has approved funds to create a Master Plan. TCHC is currently engaging tenants, area stakeholders and the City to develop a vision and Master Plan for the redevelopment of Firgrove.

Who is managing the process?

- TCHC Development Division is managing the Master Plan process in partnership with the TCHC Facilities Management Division.
- The Planning Partnership (TPP), is working with TCHC, stakeholders and tenants to create a Master Plan
- LGA Architectural Partnerships (LGA) is supporting The Planning Partnership in preparing the Master Plan
- TCHC Capital Engagement and Conservation Program (CECP) is providing tenant engagement support to the Master Plan"

THE PLANNING PARTNERSHIP WHAT IS A MASTER PLAN?

TPP provided an overview of the study workplan and schedule as well as an explanation of what a Master Plan entails.

"A Master Plan is a long-term vision for an area that helps guide on-going decisions that impact the physical environment in a coordinated and strategic manner. It provides benchmarks and standards for development and sets priorities for investment. It is based on technical analysis, best practices in design and public input.

A Master Plan is:

- Flexible with information to allow different options to achieve the same "Vision"
- Not a construction plan
- Takes into consideration technical analysis, best practices in the community, planning/urban design as well as governance, funding and implementation.

The Master Plan for Firgrove will paint the picture for: buildings, streets, walkways, public spaces, community uses, and recreational facilities.

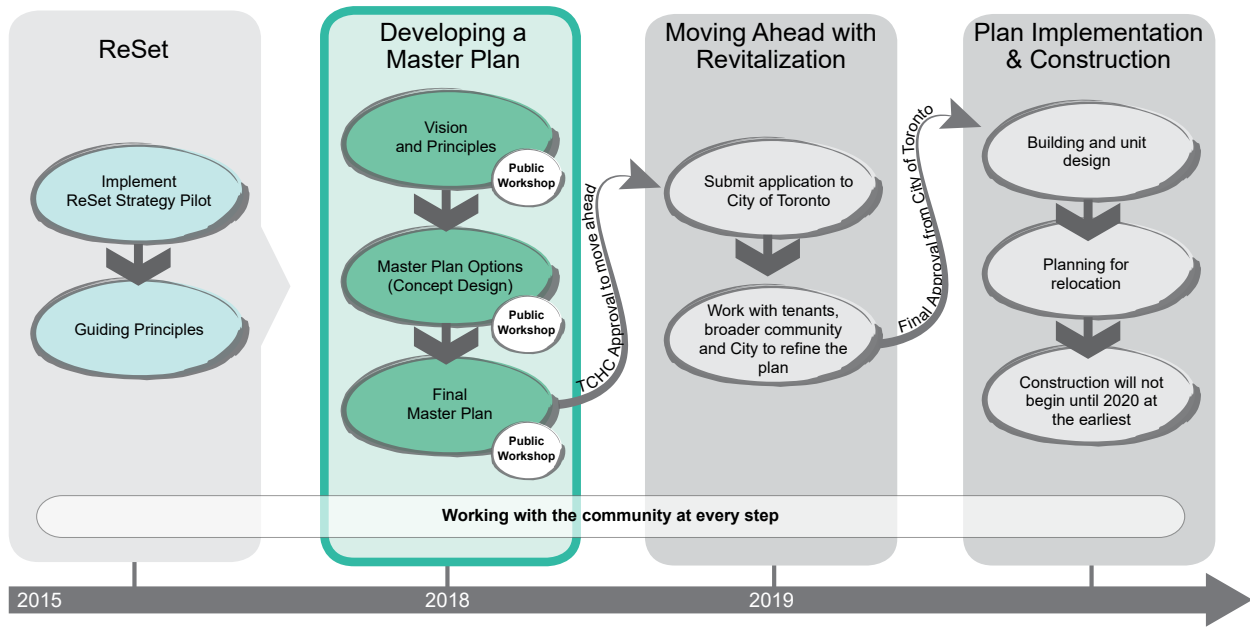
The Master Plan process will ensure that TCHC tenants play an active role in how their community looks, feels and supports social connections.

The Master Plan process involves:

- "Big Picture" thinking to create a long term "Vision"
- Aspirational ideas
- Establishing "Principles" to guide the form of development and the design of all the component elements."



PROCESS + TIMING



DISPLAY

Overall Process and Timing - Master Plan process in context with ReSet and subsequent steps.

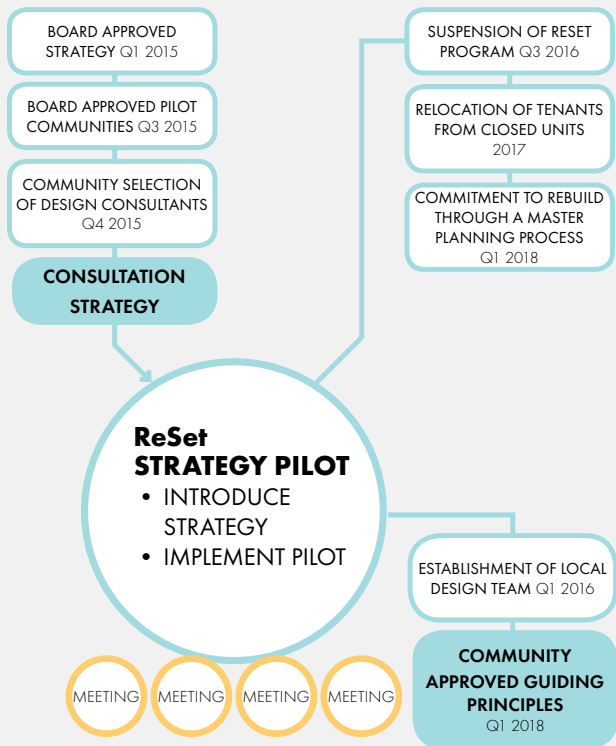


MASTER PLAN

PROCESS + TIMING

ReSet STRATEGY PILOT IMPLEMENTATION

2015

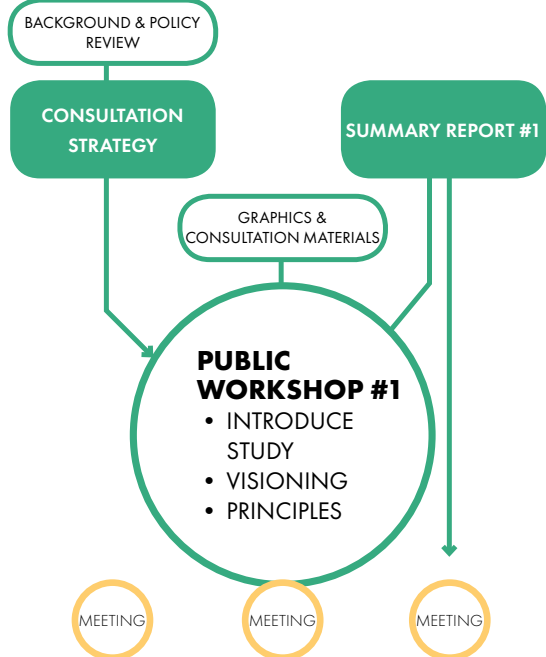


STEP 1 VISION AND PRINCIPLES

JUNE

JULY

TASKS/MEETINGS



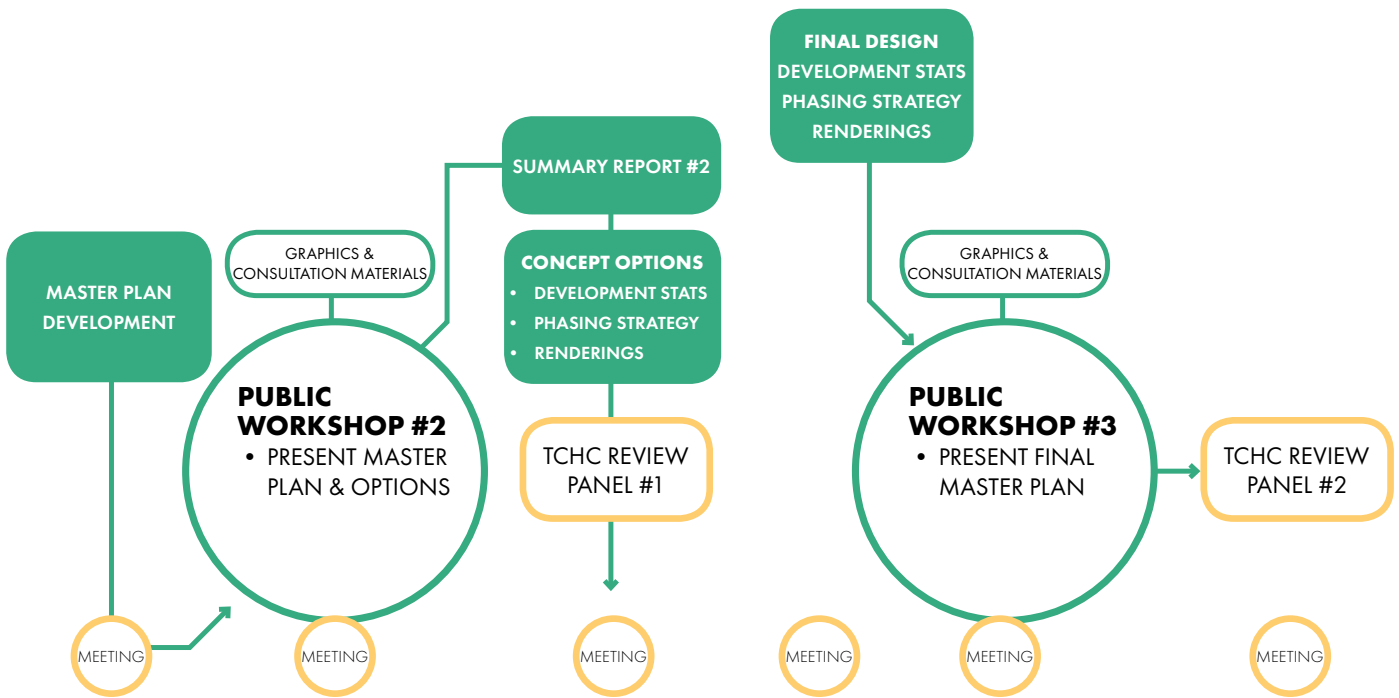
DISPLAY Details of the Master Plan Process in context with ReSet

STEP 2 MASTER PLAN OPTIONS

AUGUST SEPTEMBER OCTOBER

STEP 3 FINAL MASTER PLAN

NOVEMBER DECEMBER



PLANNING APPROVALS PROCESS COMMENCES WITH APPROVED DEVELOPMENT CONCEPT PLAN

DISPLAYS

The workshop was set up with a number of displays including: the Overall Master Plan Process, Details of the Master Process, ReSet Guiding Principles and What We Heard from the ReSet consultation. The latter included “bolded” comments that could potentially inform planning and design decisions.



WHAT WE HEARD FROM RESET CONSULTATION

Consistency, clarity and transparency of communications • Managing expectations is critical • **Inclusion of key stakeholders (city and community partners)** • Front line staff working with community members on a day to day basis need support • **Ensure participants have maximum opportunity to engage** • Translation and interpreters for meetings • Tenants from all demographics expressed interest and willingness to take on leadership roles to build and advance **healthy communities** • Community events/activities brought people out who had not traditionally participated and strengthened community building and leadership • Some difficult to reach populations were not engaged • **Continuously identify who is excluded and develop strategies to reach and engage them** • Include all grass roots community groups and community leadership • Animator programs and other leadership development activities • **Engagement strategies are needed to ensure full participation from all resident groups** • Focus on inclusive processes • **Quality of housing** • Opportunities for training and employment • **Strengthening community safety** (improved infrastructure and community safety initiatives) • Better access to health and community services and recreational programming • Youth engagement and leadership • **Strengthen connections between the TCH community and the surrounding neighbourhoods** • Recognize and validate resident contributions • Tenant lead activities and participation at planning tables • Maximize quality of life and opportunity for tenants • **Strengthen connections between townhouse and high-rise tenants** • **Inclusion of tenants, community service providers and other key stakeholders** • **Collaborative processes support connected communities** • Explore use of available spaces in the community for agency and resident led programming • **Continue support for youth initiatives and community activities** • Parenting and family supports • Sports and art-based programs • Food access and security programming, including community gardens • **Integrate physical redesign and community engagement and development** • Relocation staff and RCS engagement staff need to be better aligned • Staff should be visibly present or easily accessible in the communities • Tenants should be aware who the local staff members are • Consider assigning dedicated youth workers • Management level staff should be present at city neighbourhood planning tables • Neighbourhood based community safety committees, local immigration partnership and agency network tables • **Ensure that relocated tenants from Firgrove are included in information meetings and any planning for the Firgrove community** • Senior staff presence in TCH communities is highly valued by tenants in demonstrating commitment, leadership and accountability • **Building relationships with Grow Our Grassways, and similar groups of tenants and agencies, is essential to learn about and respond to concerns and bring the groups, where possible, into the collaborative community process** • Drafty windows • Windows are hard to clean • Poor heating and non-functioning radiators • Would like to control unit temperature • Poor ventilation • Burst pipes leaked into multiple units • Remove barriers to resident and service access to space • **Need to replace duplexes** • Basements fans are continuously running and are loud • **Waiting area for wheel-trans and taxis** • Issue with elevator getting stuck and poor lighting • Laundry machines are not working properly • Hallways need cameras, directional signage and glass doors for increased safety • Need flooring upgrades in units • Closet doors are broken and falling off • **Rebuild the community centre and childcare centre** • Mold concerns and cracks in ceiling • Cleaning staff is excellent, need improvements to waste management • Residents leave garbage in hallways and garbage chutes • Residents are not using recycling properly • **Trespassers looking through garbage enclosure** • Issues with contractors • **Mural on 11 Blue Grassways should be relocated** maybe the mural could be relocated to 5 Needle Firway • **Accessibility upgrades for the elderly** • Need access to boardroom for tutoring and events • Better security in the building at night • Fire alarms go off often because of smoking in hallways and stairwells • Issues with pigeons • **Street pattern through the community** • **Maintain the pool** • High temperatures in units during summer months due to the exterior materials • Residents are **happy with lawn care, gardens and plant life** in the community • **Dissatisfied with common areas** in the community and repairs over the past couple of years • Positive comments regarding the superintendent and response to residents requesting repairs • Garbage disposal issues in the community • Tenants throw garbage over balconies onto the lower unit's property • **The physical layout of the Firgrove community was identified as a major safety concern because it was thought to invite crime** • Concerns with the layout of the roofs and the risk of intrusion • Drug and violent crime were identified as events that had taken place in the community multiple times, resulting in residents feeling unsafe within the TCH complex and surrounding areas • Install more working cameras in high traffic areas, corners, elevators and stairways and improve the quality of existing cameras to combat some of the vandalism and deviant youth activity taking place in the building • **Continued programming geared towards children and youth is needed in the community** • **The layout of the community is confusing and in some cases, the lack of street names, unit numbers and roads** can cause delays of up to 20 minutes which has seriously impacted medical outcomes and crime prevention • Firgrove TCH staff are working to develop food sharing programs and workshops geared towards developing and growing a garden • Programs such as gardening workshops may provide an additional opportunity for adults and seniors to be engaged • Continue to advertise programs and encourage residents to access them • **Construct safer spaces for children and youth to play** • Increase programming during the summer months • Homes that residents are proud of and outside community members will want to visit • Satisfaction with their building/unit and feelings of safety and security are key drivers of residents' pride in their community • **Communications should be clear and disseminated in a timely manner so that residents feel informed and included in the process** • Child and youth programs contribute to the development of relationships among youth in the community, and serve to reduce idle time that can lead to high risk activities • Maintain a flexible and unique approach to programming • **Continued efforts should be made to ensure tenants feel safe in their units as well as in common, shared and public areas in buildings and complexes** • **Working security cameras and lights would increase feelings of security** • Increase collaboration among residents, building superintendents, property and operating unit managers • **Physical improvements, such as changes to the physical layout of communities, would facilitate access to the community for residents, visitors, and first responders** • Engage surrounding neighbourhoods through community events and meetings such as summer markets, agency roundtables, and inter-community leadership meetings • **Improvements to the physical infrastructure of the communities will make residents feel more comfortable welcoming others into their community**, which will help reduce the stigma which residents currently feel surrounds TCH communities.

Bolded comments are specifically relevant to the Master Plan process.

DISPLAY

Summary of What We Heard through ReSet consultations.



GUIDING PRINCIPLES

- 1. RESPECT:** The way in which the entire Community Design Team will function, generate ideas, debate, disagree, reach consensus and produce designs will be founded on the highest level of mutual respect.
- 2. RECOGNIZABLE ADDRESS:** Every home should have a highly visible and identifiable “front door”.
- 3. A SAFE COMMUNITY:** All designs should be in the service of creating high visibility, clear sight-lines and improving the general safety of the neighbourhood at all times of day and night.
- 4. ACCESSIBILITY:** Improved access goes hand in hand with ideas of respect, a healthy community and a safe community.
- 5. WELCOMING ENVIRONMENT:** The designs should create a warm and inviting environment both outdoors and indoors. This includes all of the ways into the community, right to one’s front door and beyond into the interior of their home.
- 6. IMPROVE PARKING:** The new designs should improve parking and aim to solve the problems created by the current parking structures.
- 7. SUSTAINABLE, CLEAN & BEAUTIFUL:** Create beautiful, comfortable, energy efficient homes, shared interior spaces and public outdoor spaces with improved recycling and waste management.
- 8. ENHANCED EMPLOYMENT OPPORTUNITIES:** The ReSet transformation is a chance to create employment opportunities during the implementation process and beyond.
- 9. RESHAPE IDENTITY:** All aspects of the design and process should strengthen the identity and create a positive sense of place.
- 10. ENSURE ADEQUATE PLAY-SPACE:** Preserve spacious and valuable outdoor community play and amenity space and ensure that it is integrated with safe streets.

DISPLAY

10 Guiding Principles from ReSet: Learnings and Community Action Planning Framework

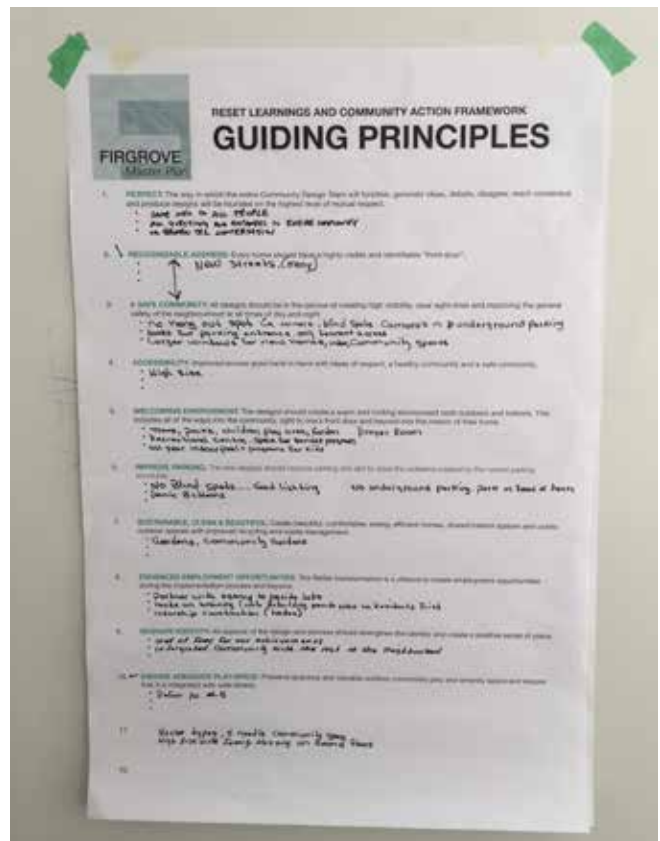
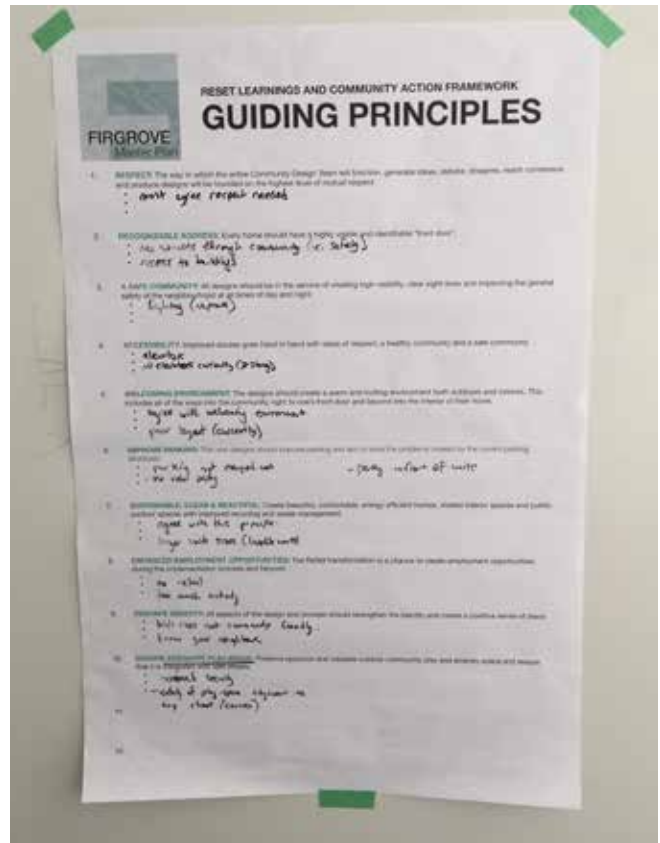
TABLE EXERCISES

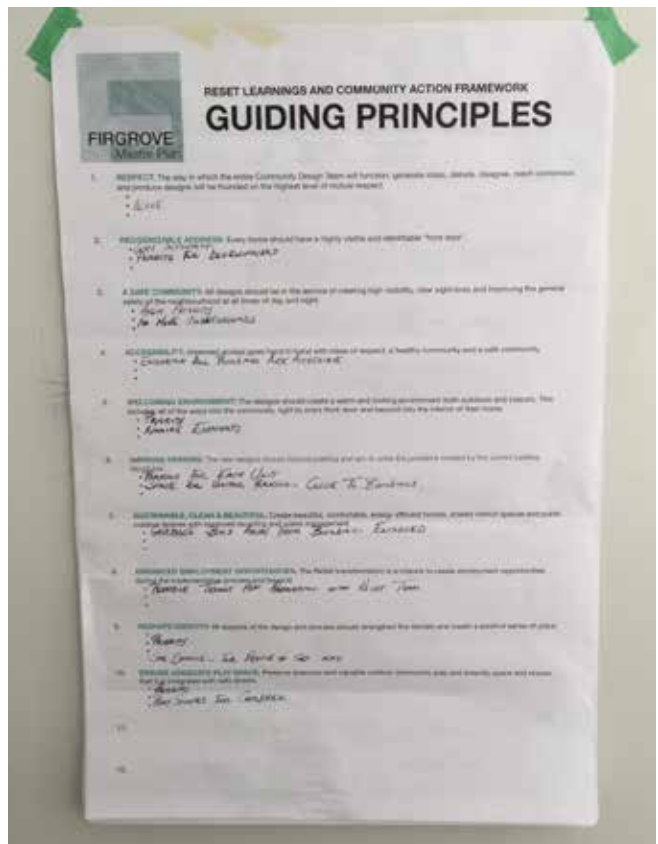
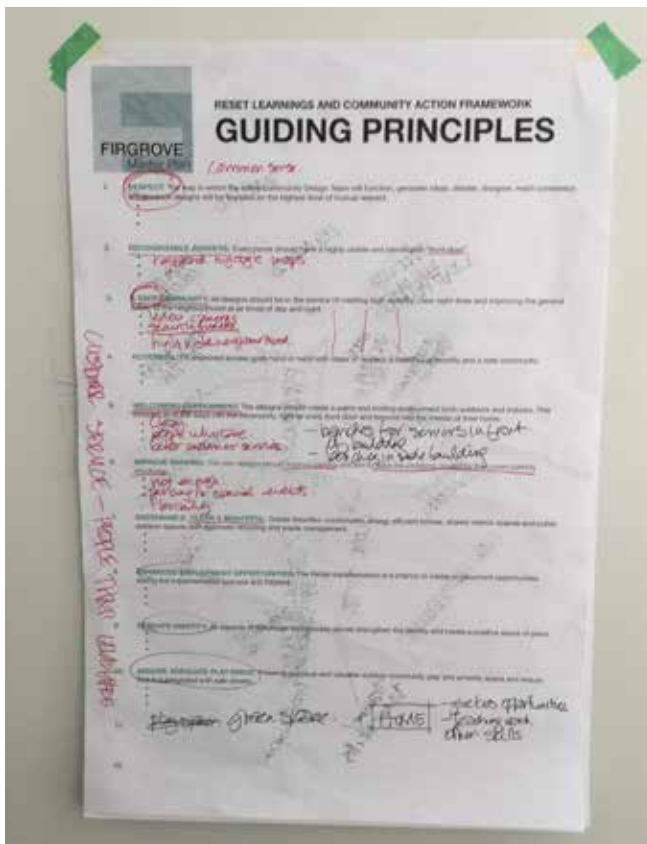
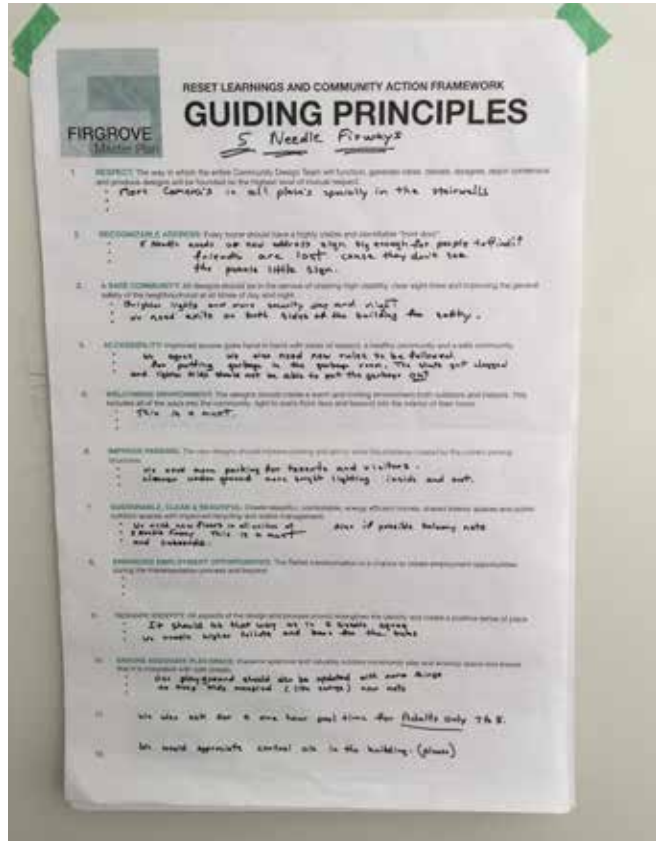
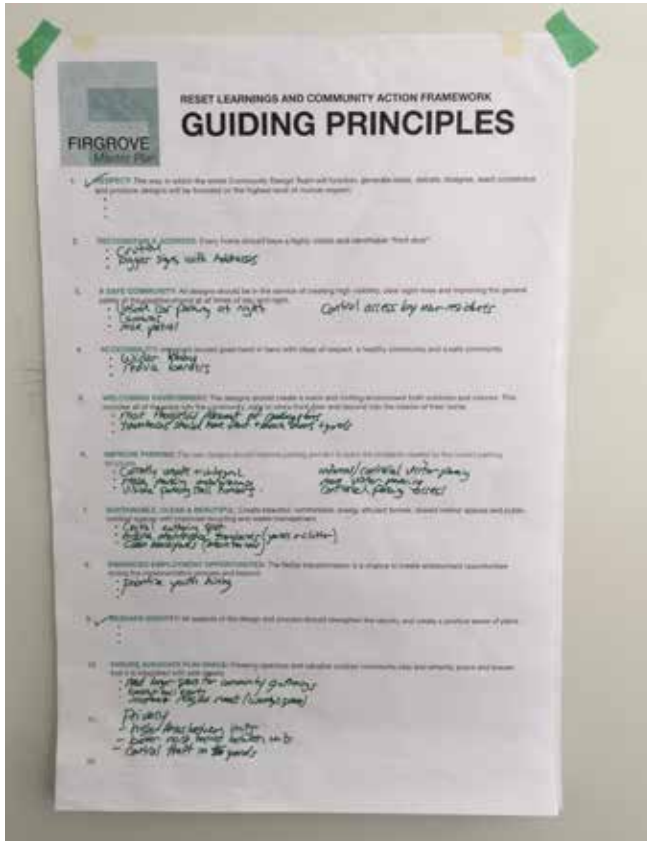
1. REAFFIRM THE 10 GUIDING PRINCIPLES FROM RESET: LEARNINGS AND COMMUNITY ACTION PLANNING FRAMEWORK

Following the introductions, participants at the Tenant Community Workshop were organized into table groups of 8-10 people and asked to participate in group discussions, led by a member of the consulting team. Participants were asked to discuss and re-affirm the 10 Guiding Principles developed (and approved) by the community during the 2015 ReSet consultations. Participants were asked if they still agreed with and/or supported the Guiding Principles and were encouraged to write down words or phrases that should be considered when developing the Master Plan.

Based on the comments provided on the Guiding Principles panel, there was a general acceptance of the Principles developed during the ReSet: Learnings and Community Action Planning Framework consultation process. Comments recorded on the principles related to existing conditions in the neighbourhood and are summarized in the following section.

Note taking templates of 10 Guiding Principles from ReSet: Learnings and Community Action Planning Framework





2. DISCUSS FIRGROVE ISSUES, CHALLENGES AND OPPORTUNITIES FOR CHANGE IN THE COMMUNITY

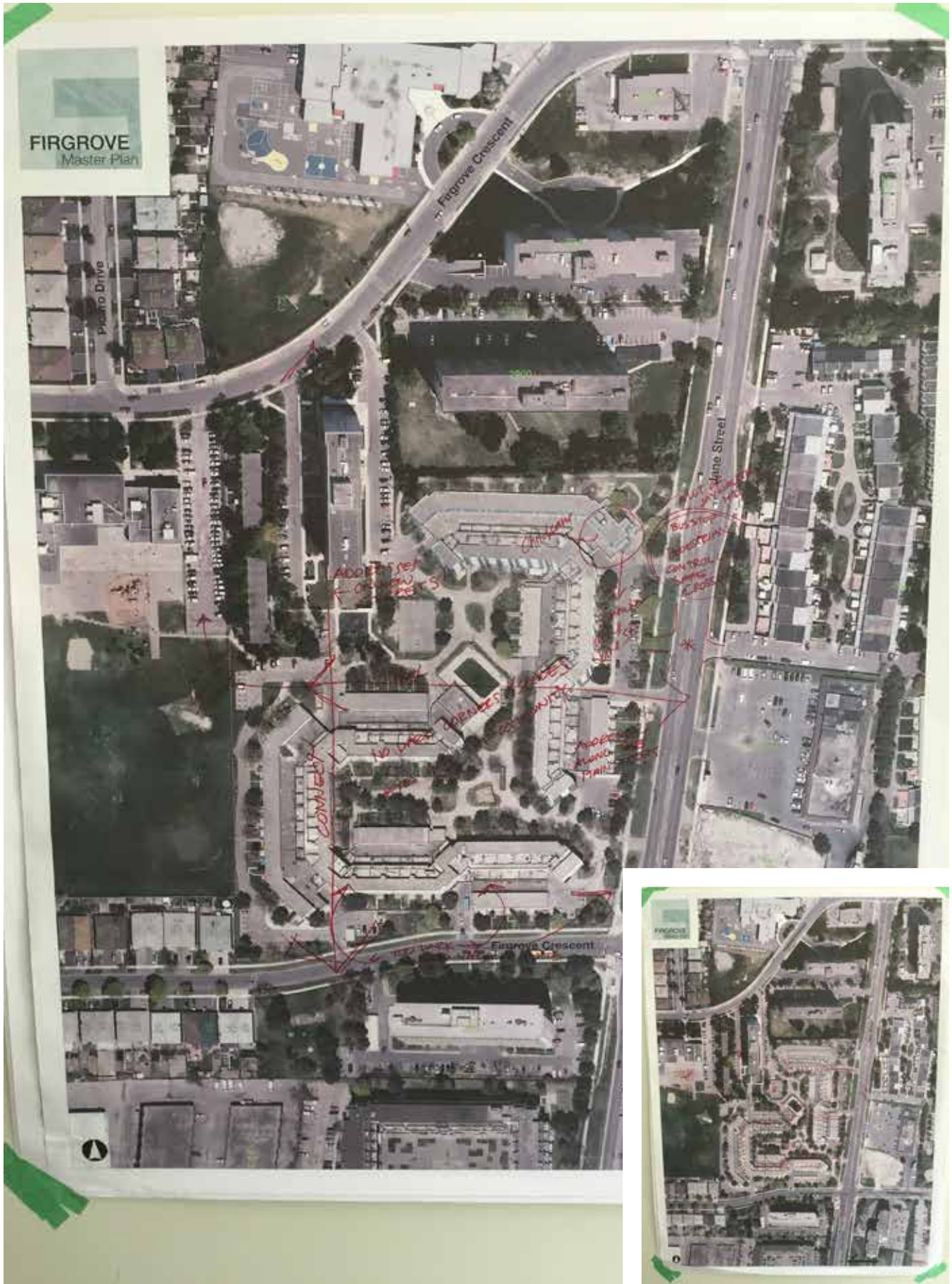
Participants' second activity was to discuss the issues, challenges and opportunities for change in the community by making notes and marking up an air photo base map of the community.

The comments from the table exercises have been organized under the following topics:

- Site Access, Circulation, Parking
- Site Layout
- Public/Communal Open Space and Landscape
- Uses and community Facilities
- Units and Layout
- Other

Firgrove Base Mapping and Existing Conditions Exercise





WHAT WE HEARD AT THE WORKSHOP

Site Access, Circulation, Parking

- Not enough visitor parking, more visitor parking
- Staff using visitor parking spaces
- Add visitor parking close to each building
- Don't like underground parking (not safe)
- Parking should be secure
- Parking should be located close to or in front of townhouse units
- Parking in currently enclosed, not well lit, not safe, poorly designs and lacks sufficient entry/exit points.
- Underground parking is dangerous
- Feel unsafe walking in complex
- Bike Trails
- Crosswalk on Jane Street
- More public streets
- More street lights
- A lot of jaywalking mid-block
- Controlled safe crossings
- Walkway/connection to Firgrove public school
- Bigger signs with addresses, large enough for people to see and find
- Provide more access to buildings
- No streets though the community (re: safety - cuts off playgrounds/open spaces, brings people into the community)
- No more underground parking
- Unsafe car parking at night
- Cameras in underground parking
- Parking is not well designed
- Parking should be in front of units
- No blind spots, good listing.
- Currently unsafe and unhygienic
- Make parking underground
- Cleaner underground, more light inside and out
- Visible parking stall numbers
- Enforced/controlled visitor parking
- Controlled parking access
- Flexibility
- Parking for all units
- Garbage bins away from buildings and enclosed

Site Layout

- Separate garages for each townhouse
- Addresses on new streets
- Need to keep front/back yards
- Fenced yards
- Private yards safer, no hang out spots
- Entrances on Jane Street
- Loves watching street activity
- Poor entry points/ways
- Dangerous doors (hidden)
- Distances to entry/exits in parking structure too far
- No dark corners or spaces
- Eyes into the community
- Addresses along the main streets
- Address with driveways
- High-rises don't foster a sense of community
- Too dark due to vacant units
- Many new streets
- Registered on Google Maps
- More exits on ends of buildings
- No hang out spots such as corners, blind spots
- Need for larger unit sizes (livable units)
- Integrated Community with the rest of the neighbourhood
- All buildings should be accessible

Public/Communal Open Space And Landscape

- Benches for people waiting for taxis or wheel trans, waiting areas for seniors and transit users, indoors and outdoors
- Like community centre
- Locate community centre on main street
- Daycare behind or close to community centre
- Better garden area
- Keep up maintenance of landscaped areas
- Public washrooms
- More flower beds
- Keep Size and Abundance of Open Space
- Trees
- Community Garden
- Park with new housing
- Close to TTC stops
- Favorite area is central open space/pool/courts
- Vandalism from outsiders (non-residents)
- Central gathering spot
- Enforce maintenance standards (yards and clutter)
- Clean backyards (maintenance)
- Natural elements
- Wall of fame for our achievements
- Need larger spaces for community gatherings
- Safety of play-areas adjacent to streets is a concern
- Gardens and community gardens

Uses And Community Facilities

- Prayer Room
- Community centre with gym, basketball, pool, skating rink, prayer room
- New playground
- Splash pad
- Bigger community centre (separate building)
- Keep playground
- Childcare
- No elevators
- Lack of pride/ownership in communal facilities
- Each townhouse block has own laundry
- Provide community spaces for community uses (such as space to bring back ministry)
- Doors for parking entrance, on tenant access
- More security day and night
- Control access by non-residents
- Seating for seniors in front of building
- Trees, parks, children's play area, garden, prayer room
- Recreation centre, space for seniors program
- All year indoor pool+ program for kids
- Emphasis on clean and beautiful
- New floors in existing tower, balcony nets and cabinetry
- No retail produces too much activity (re: safety)
- High rises are not community friendly; you don't know your neighbours
- Playscapes for children
- Incorporate religious needs (worship space)
- Inviting playground
- Basketball court with more activities
- Don't take away pool, like pool
- Basketball courts
- Updated play grounds and spaces

Units/Layout (Architecture)

- Vibrant colors
- Balconies should be separated from each and not adjoining
- Key access
- Larger windows for new homes, indoor, community spaces
- Current development has poor layout
- More thoughtful placement of garbage bins
- Townhouses should have front and back doors and yards

Other

- Don't label as TCHC
- Training and trade skills
- Garage safety
- In unit laundry
- Locate laundry facilities in-unit
- Keep basements
- Improve lighting, more lights



Summary of Key Directions:

- Provide for adequate, safe parking close to housing
- Ensure safe access through the neighbourhood
- Locate housing units with street addresses
- Improve playground/recreational activities
- Enhance landscape/open space
- Create safe outdoor space





Backgrounder

Firgrove-Grassways Master Plan

Description of the Community

- The Firgrove Community includes Firgrove Crescent (also known as the Grassways) and Jane and Firgrove.
- Firgrove Crescent includes three blocks of two-storey and four-storey townhomes with a total of 234 units built in 1971.
- Jane and Firgrove includes a 12-storey tower with 137 apartment units and 15 two-storey townhouses built in 1975.

Revitalization of Firgrove Crescent

- In April 2017, the City of Toronto approved the closure of two blocks of townhouses at Firgrove Crescent totaling 134 units due to unsafe conditions.
- On February 26, 2018 and March 19, 2018, TCHC held community update meetings to inform tenants about the master plan and that TCHC would be proceeding with a revitalization of the Firgrove community. Revitalization will see brand new homes for the existing 234 units, refurbishment of the Jane/Firgrove community, along with new streets, open spaces and amenities.

Renewal and Repair of Jane/Firgrove

- Renewal and repair is recommended for the 137 apartment units in the existing 12-storey tower and 15 adjacent townhouses within the Jane and Firgrove development, as their condition makes this a cost-effective solution.

Funding and Next Steps

- In February 2018, TCHC Board of Directors approved funds to create a Master Plan
- TCHC is currently engaging tenants, area stakeholders and the City of Toronto to develop a vision and plan for redevelopment of the site. Once the Master Plan is completed, TCHC will do an analysis to identify potential sources of funding.

Key Dates and Milestones

Date	Milestone
July 5, 2018	Public Workshop #1
August 2018	Public Workshop #2
September/October 2018	TCHC Design Review Panel
November 2018	Public Workshop #3
December 2018	TCHC Design Review Panel
December 2018	Master Site Plan Completed

Frequently Asked Questions

Firgrove-Grassways Master Plan



Toronto
Community
Housing

Toronto Community Housing has committed to creating a master plan to rebuild and renew the Firgrove-Grassways community.

1. What is a Master Plan?

A master plan is a long-term vision for an area that can help guide on-going decisions that impact the physical environment in a coordinated and strategic manner. It provides benchmarks and standards for development and sets priorities for investment. It is based on technical analysis, best practices in design and an engaged public process. It helps define appropriate tools and mechanisms for implementation.

2. What are the benefits of the Master Plan process?

The Master Plan process ensures that TCHC tenants play an active role in how their community looks, feels and supports social connections.

3. Who is managing the Master Plan process?

- TCHC's Development Division is managing the Master Plan process in partnership with the Facilities Management Division.
- A professional planning firm, The Planning Partnership, has been hired by TCHC to work with tenants to create the Master Plan.
- LGA Architectural Partners will be supporting The Planning Partnership in preparing the Master Plan.
- TCHC's Capital Engagement and Conservation Program (CECP) is providing tenant engagement support to the Master Plan

4. How long will it take?

The Master Plan process will take approximately 6 to 8 months.

5. Who can participate in the Master Plan process for Firgrove?

Current TCHC tenants living in Firgrove-Grassways and 5 Needle Firway can participate in the Master Plan. Tenants who have been recently relocated from Firgrove can also participate.

6. Will there be TCHC Staff on site to support tenants with the planning process?

Yes, staff from various TCHC departments will be present at all planning sessions.



7. **Who can I contact for more information?**

Jessie Zorzella

Program Coordinator for Firgrove
(Capital Engagement and Conservation Program)
(416) 995-8270
Jessie.Zorzella@torontohousing.ca

Cutty Duncan

Manager, Capital Engagement and Conservation Program
(416) 981-6204
Cutty.Duncan@torontohousing.ca

Client Care: (For maintenance and repair requests)
(416) 981-5500



Peter Dr

Firgrove Crescent

Firgrove Crescent

Blair St

Firgrove Crescent

Needle's Fenway

Cambridge Way

Marsh Grass Way

Jane St

Jane St

Firgrove Crescent

Jane St

York St